Boarding & Cleaning Cases Resolved
Codes & Regulations

LouieStat

KPI Owner: Darrell Coomer   **Process: Property Maintenance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 Monthly average: 604 cases resolved	Data Source: Hansen	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions
Goal: Abate 610 properties a month. If the number of open cases falls below 610, abate 100% of open cases.	Goal Source: Dept Strategic Plan	Measurement Method: The total number of cases resolved for the boarding, cleaning and cutting of vacant and abandoned properties.
	Benchmark Source: N/A	Why Measure: Quantify capacity for the Vacant Lots Crew.
Benchmark: TBD		Next Improvement Step: Using Public Works Crews in addtion to C&R Vacant Lots Crews working overtime as needed.

How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
6,995	**9,841**	(green light)	**444**	**393**	(red light)
Abatements	Abatements		Abatements	Abatements	

Boarding & Cleaning Cases Resolved

Good

Data percentages along axis: 0% 22% 20% 22% 27% 51% 84% 69% 77% 63% 51% 66% 85% 54% 63% 58% 47% 87% 93% 63% 60% 66% 61% 76%

Legend: Data — Median — Goal — Benchmark
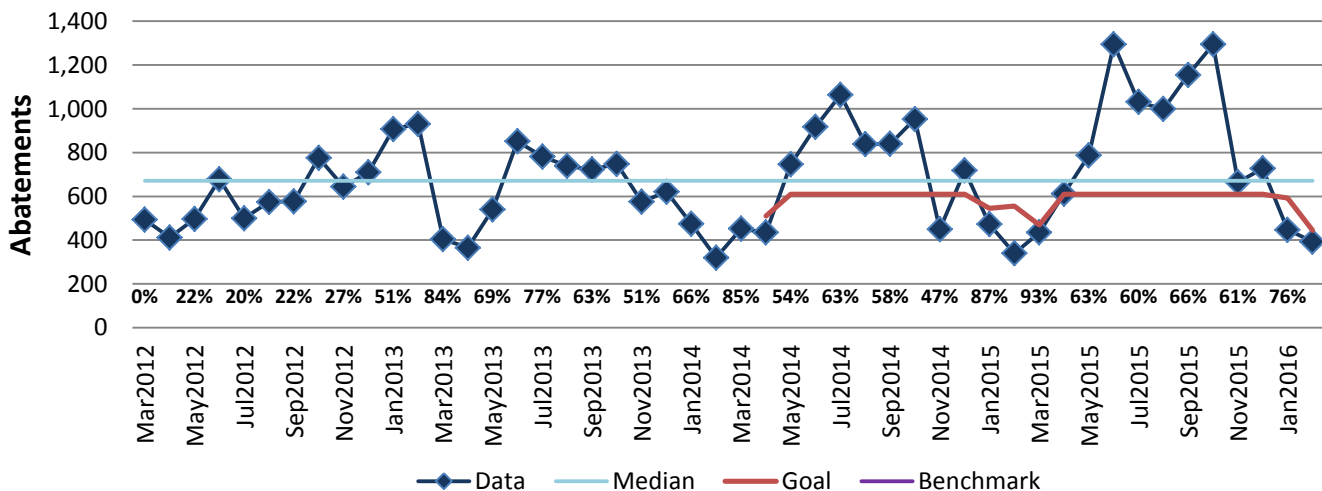
The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.